

ABSTRACT

A method is described for improving business performance of a business entity. The method includes documenting one or more current business processes in an initial process map having one or more cost categories. Each current business process is categorized in each of the one or more cost categories that are cost dependent on the process. Each of one or more of the current business processes is compared with known business processes to determine whether one or more more cost effective business process is available for one or more respective current business processes. A recommended process map is created that includes a set of business processes that includes one or more recommended businesses processes by substituting, in the initial process map, one or more available more cost effective business processes for one or more respective current business processes.